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(3)

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned by Government of Karnataka)

Corporate Office,
K R Circle,
Bangalore-560 001.

Read : 1. KERC Notification No.:D/02/03 dated 12th May 2004.
2. KERC Notification No.:D/37/13 dated 10th May 2013.

PREAMBLE:

As per KERC notification referred (1) above a Forum called "Consumer Grievance Redressal Forum" was constituted in BESCOM vide order No.BESCOM/BC-19/601/2004-05/CYS-158 dated 28th Jan. 2005.

(2) In exercise of the powers conferred on the Commission Under Section 181 read with Sub-section (5), (6) and (7) of section 42 of the Electricity Act, 2003, Commission has framed the Regulation, namely KERC (Consumer Grievance Redressal Forum and Ombudsman) (Second Amendment) Regulations 2013. The Commission amended the clauses 3.1, 3.2(a), (b) &(c), 4.1 and 6.1 vide notification referred (2) above and created additional CGRFs with a view to making it convenient for consumers to get their grievances redressed expeditiously in ESCOMs. The details of the amendment made are as follows:

1. Every Distribution Licensee shall establish **in every Revenue District of its jurisdiction** a Forum to be called "Consumer Grievance Redressal Forum in the manner specified by these Regulations. The Forum so established shall have jurisdiction **as notified by** the Licensee.
2. The Chairperson shall be an officer of the Licensee not below the rank of a **Superintending Engineer**.
3. One member shall be an officer of the Licensee not below the rank of an **Exectuvie Engineer.**
4. One member shall be nominated by the Commission from **among persons who have experience or knowledge of electricity sector/Consumer affairs.**
5. The head quarters of the Forum shall be as **notified** by the Licensee.
6. In the event of a complaint not being redressed within the time limit as provided in the **KERC(Consumer Complaint Handling Procedure) Regulations 2004, and KERC (Licensees' Standards of Performance) Regulations, 2004, complainant may submit his grievance to the Forum within THREE (3)** months from the date on which his grievance should have redressed.

Provided that the Forum may for sufficient cause condone the delay in filing the complaint.

(3) Accordingly, a Forum called "Consumer Grievance Redressal Forum" has been constituted in eight Revenue Districts of BESCOM jurisdiction hence this order:

BESCOM ORDER NO.BESCOM/26/F-2405/2009-10 DATED 20TH June 2013

Approval is hereby accorded for establishing a Forum called as "Consumer Grievance Redressal Forum" in eight Revenue Districts of BESCOM jurisdiction. The names of the Revenue Districts are as follows:

Sl. No.	Names of the Revenue District
1	Bangalore Urban
2	Bangalore Rural
3	Ramanagar
4	Kolar
5	Chikkaballapura
6	Tumkur
7	Davanagere
8	Chitradurga

2. The Forums will function as per the procedures enumerated in the notifications issued dated 12th May 2004 and subsequent amendments. The pattern of the Forum is annexed to this order.

This order will come into force with immediate effect.

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General Manager (A&HR)
Corporate Office, BESCOM

Copy to

1. The Chief General Manger (Operations)/CA, BESCOM, Corporate Office, Bangalore.
2. All Chief Engineers (Electy) O & M Zones, BESCOM
3. All General Managers, Corporate Office, BESCOM.
4. All the Superintending Engineers (El.,), C,O&M Circles, BESCOM.
5. All Controllers of Accounts, BESCOM.
6. All Deputy Control of Accounts, BESCOM.
7. All Executive Engineers (Ele.)/Account Officers, C,O&M Divisions, BESCOM.